



Medic Air European
Private Paramedic Ambulance Service

NEWSLETTER

Hello and welcome to Medic Air European's new monthly newsletter for the **SouthWest**. This is where we keep you updated and informed of all the news, views and changes within our company as well as wider medical circles.

MAE Appoints New Operations Manager

We are pleased to announce the appointment of Darren Gibson as our new Operations Manager. Darren joins us after a 21-year career in the NHS ambulance service, where he held positions of senior rank, including that of the Commanding Officer of the Cornwall and Devon Air Ambulances and latterly, the PR Manager of the Westcountry Ambulance Services NHS Trust. He's worked extensively in TV, both in an acting and advisory role – including appearances on the BBC 'Casualty' series, the ITV series 'Blues and Twos' and drama productions such as the BBC's 'Down to Earth' series. He's a national recipient of the Ambulance Service Institute's annual awards and has spent secondment periods with the U.T.Lifestar aeromedical service of Tennessee and the Medical Air Rescue Service of Kenya.



Plymouth Trust Shows Red Card at Violence

Plymouth Hospitals NHS Trust has issued its first red card. The red card symbolises a ban from entering any of Plymouth Hospitals' sites and means that the person will be refused treatment, unless in an emergency. Once treated, however, they will then be transferred to another hospital. They are also prohibited from visiting friends and relatives unless they ask for special permission. This first card has been issued to a visitor to Derriford Hospital.



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Following the distribution of the first red card in June, two more have since been issued, both to visitors. The Trust takes violence and aggression towards staff and patients very seriously, but has previously been fairly lenient towards patients and visitors, trying to balance the management of aggressive or inappropriate behaviour. In the last year the Trust has issued just four yellow cards. Just over a year ago the Trust, which manages Derriford Hospital and the Royal Eye Infirmary, implemented the yellow and red card policy in a bid to crackdown on aggressive or inappropriate behaviour on staff. In the first instance, staff will have a quiet word with the person, if this is possible, before issuing a verbal warning. If this fails, or the offence is more serious, a patient will be issued a yellow card warning and then lead to the red card warning, banning them from being treated at the hospital for twelve months. In the circumstances of a visitor, if unsuccessful with the quiet word and verbal warning, they will be issued the red card and escorted from the premises. Security Advisor, Viv Gale said: "We will not tolerate our staff being abused, verbally or physically, by patients or visitors and we will seek prosecutions if necessary. Where possible, we aim to prevent the issuing of a card, by trying to calm the situation down and make the patient or visitor see reason. However we will take action to those who do not abide by the policy". Last year a handbook was distributed to all staff within the Trust, detailing what kind of behaviour is unacceptable and explaining what they should do if a patient or visitor acts in this way.

Medic Air European Provide RAPID Aid

We've donated a huge stock of medical equipment for use at hospitals in Peru, Colombia and Albania after an approach from disaster/rescue charity RAPID UK.

RAPID UK - the South West based Disaster/Rescue charity is working with overseas aid agencies to provide items for poorly equipped hospitals and ambulance services in third world countries. The organisation, is currently seeking medical equipment of all types. Contact MAE on (01752) 777781 if you can help.

With an ambulance topped to the roof with equipment, RAPID UK's Director Graham Payne, accompanied by search & rescue dog 'Badger', accepted the massive donation of specialist medical equipment which will be shipped overseas later this year.

When RAPID UK approached us and showed us the photographs they had taken in Albania it was just shocking. There were pictures of people lying in hospital waiting to die because



there was no medical equipment to treat them. Their ambulances were old trucks that were just rusting away and had nothing in the back except old stained mattresses."

RAPID UK, Director Graham Payne said they were very grateful for the assistance being given by MAE "The specialist items we have already received will make a marked difference in the treatment the Doctors in these poor hospitals will be able to give".

Outline Business Case being prepared at Torbay



Torbay's NHS is nearing the next stage in the process towards securing major investment in the modernisation of Torbay Hospital. The last major step has now been given the green light to start work on preparing the business case. This follows the submission of a successful bid to the Department of Health that argued for additional capacity at Torbay Hospital as well as a new community hospital for Newton Abbot.

The South Devon Healthcare Trust heard at its Board meeting on Wednesday July 30 that an outline business case for the project is due for submission to the South West Peninsula Strategic Health Authority by the end of September. The Board will meet in September to approve the document, which is being drafted over the next few weeks.

Before completion, it is necessary to have demonstrated that they have explored all possible feasible options and know what the site and building constraints are, and what is needed to be taken into account. They are taking expert advice and are having the hospital surveyed before putting the business case together. The Trust and the local PCTs are also taking soundings with members of the public about their priorities for future healthcare.

During the preliminary development of proposals the assumption has been that they would probably want to extend the hospital at the current main entrances as well as refurbishing a major part of the existing buildings. This could be the most sensible option, and they are waiting for further advice on this before proceeding further with drawings or planning applications.

Once plans begin to take shape, they will be taken to the local planning authority for outline approval and shared widely with all. Only after that, will a full business case be developed and detailed planning permission sought. After consultation, Department of Health approval, tendering and detailed planning approvals, construction work could start in 2005/6, completing in 2008/9.

Staff efforts ensure Royal Cornwall Hospitals Trust achieves waiting time targets

Determined efforts have ensured that the Royal Cornwall Hospitals Trust has been able to announce that all its waiting time targets have been met. Over the past year the maximum wait for inpatient treatment has been reduced from 15 months to 12 and the maximum wait for an outpatient appointment has been reduced from 26 weeks to 21 weeks.



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To achieve this, the number of inpatients waiting over 12 months has been reduced from 238 to zero and the number of outpatients waiting over 21 weeks has been reduced from 385 to zero.

Introduction of changes in the admission process for emergency patients, including a new clinical decision unit for medical emergencies and a surgical receiving unit for surgical emergencies, have enabled huge improvements for patients needing A&E services. Since March, the Trust has consistently met the target, ensuring that at least 90% of A&E patients are assessed, treated and discharged or admitted to hospital within 4 hours. Patients referred by their GP with suspected cancers are seen within the Government target of 2 weeks. Patients referred by their GP for urgent assessment of heart conditions are seen within 14 days in the Rapid Access Chest Pain clinics. Patients whose operations are postponed on the day they are due, usually as a result of high numbers of emergency admissions, are re-admitted within 28 days.



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24hr Service for all your Ambulance requirements.

